

# Vitality Health and Wellness Chiropractic

## **Policy: HEALTH RECORDS**

### **Aims & Objectives**

To ensure that all patients will have their right to confidentiality respected. Patient's details will only be released in compliance with legal obligations and/or with the patient's consent.

### **Statement**

Any confidential information relating to patients, shall not be disclosed or discussed outside the Vitality Health and Wellness Chiropractic, with the exception of authorized circumstances.

All members of staff agree to abide by this Policy when signing their contract or employment.

All queries relating to the release of confidential information to unauthorized personnel will be referred to the Director of Vitality Health and Wellness Chiropractic.

### **Authorized circumstances**

Release of information shall only occur in compliance with legal obligations requested in writing;  
or

With expressed consent of the patient. Naming the person or persons to information is to be released. This consent shall either be recorded in writing or a notation of the conversation be made in the Health Records, including the date and time of discussion.

### **Release of information concerning children (Under 16)**

The interests of the child must be protected. If there is a concern that release of information is not in the child's best interest, it may be refused, even to a parent or guardian.

Children (under 16 years) may have been assessed as competent to consent to care. If the child consented to Chiropractic Care then a parent or guardian may have access to information about that care, only if the child consents to this release. If a custodial parent or guardian consented to the treatment they have the same right of access as the child does.

### **Health Record Content - APHRA: Chiropractic Code of Conduct. (Extract)**

Maintaining clear, appropriate, factual, objective and accurate health records is essential for the continuing good care of patients. Detailed guidance on this matter is available in the Guidelines for clinical recordkeeping for chiropractors published by the National Board. Chiropractors should be aware of relevant state and territory legislation in relation to health records management. Good practice involves:

a) keeping accurate, up-to-date, contemporaneous and legible records that report relevant details of clinical history, clinical findings and determinations, investigations, information given to patients, medication and other management details in a form that can be understood by other health practitioners

- b) ensuring that records are held securely and are not subject to unauthorised access, regardless of whether they are held electronically and/or in hard copy
- c) ensuring that records show respect for patients and do not include demeaning or derogatory remarks
- d) ensuring that records contain sufficient information to allow another chiropractor to continue the management of the patient and to facilitate continuity of chiropractic care
- e) making records at the time of events or as soon as possible afterwards and including a record of every patient consultation
- f) ensuring that when a health record is to be changed, it is initialled, dated and tracked and, where possible, the previous entry is visible
- g) recognising the right of patients to access information contained in their health records and facilitating that access
- h) promptly facilitating the transfer of health information when requested by patients, and
- i) ensuring when health records are destroyed it is done in a way that is compliant with any relevant state or territory legislation and the information is de-identified and unable to be retrieved.

### **Outcomes**

As part of your ongoing care, Vitality Health and Wellness Chiropractic may need to release/disclose personal information about you to relevant providers/organizations. These providers/organizations are also required to manage your personal information in accordance with the Privacy Amendment (Private Sector) Act 2000. The privacy laws are designed to protect your privacy Australia-wide.